

As of 10/7/2009

## 110 - Office of Administrative Hearings

### A001 Administrative Hearings

**Statewide Result Area:** Strengthen government's ability to achieve results efficiently and effectively

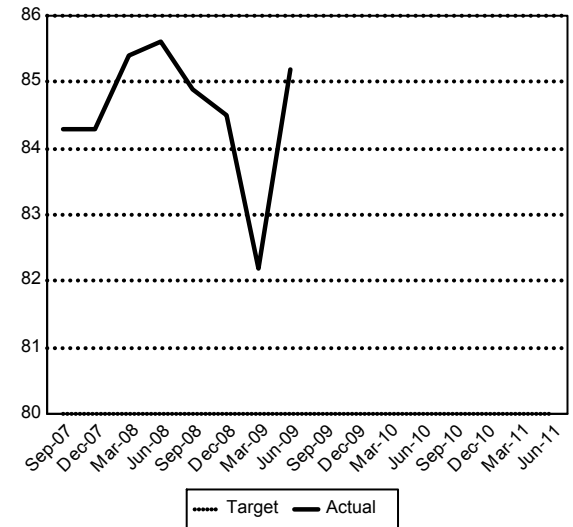
**Statewide Strategy:** Support democratic processes and government accountability

#### Expected Results

| Percentage of all cases completed within 90 days of filing the appeal |         |        |        |          |
|---|---------|--------|--------|----------|
| Biennium  | Period  | Target | Actual | Variance |
| 2007-09   | 8th Qtr | 80%    | 85.2%  | 5.2%     |
|   | 7th Qtr | 80%    | 82.2%  | 2.2%     |
|   | 6th Qtr | 80%    | 84.5%  | 4.5%     |
|   | 5th Qtr | 80%    | 84.9%  | 4.9%     |
|   | 4th Qtr | 80%    | 85.6%  | 5.6%     |
|   | 3rd Qtr | 80%    | 85.4%  | 5.4%     |
|   | 2nd Qtr | 80%    | 84.3%  | 4.3%     |
|   | 1st Qtr | 80%    | 84.3%  | 4.3%     |

Date Measured: 6/30/2009

Comment: estimated



| Percentage of randomly selected cases meeting or exceeding agency quality standards for all hearings and decisions |         |        |        |          |
|--|---------|--------|--------|----------|
| Biennium   | Period  | Target | Actual | Variance |
| 2007-09  | 8th Qtr | 98%    | 100%   | 2%       |
|  | 7th Qtr | 98%    | 100%   | 2%       |
|  | 6th Qtr | 98%    | 91.9%  | (6.1)%   |
|  | 5th Qtr | 98%    | 96.6%  | (1.4)%   |
|  | 4th Qtr | 98%    | 97.1%  | (0.9)%   |
|  | 3rd Qtr | 98%    | 99.5%  | 1.5%     |
|  | 2nd Qtr | 98%    | 97.3%  | (0.7)%   |
|  | 1st Qtr | 98%    | 97.1%  | (0.9)%   |

Date Measured: 6/30/2009

